

**Form for Measure P1**  
**Court Employees' Perceptions of Court Performance**

The court is conducting a survey to determine how well it is performing its duties for the public. As court employees, your perspective of the court's performance is particularly valuable. Will you please take a few minutes to complete the enclosed questionnaire? Please understand that your answers are completely confidential. Once the questionnaires have been returned, the responses will be tabulated and presented in aggregate form. No individual responses will be identified. When you have completed the questionnaire, place it in the enclosed envelope and send it to \_\_\_\_\_, Survey Administrator. If you have any questions or concerns, please call the Survey Administrator at \_\_\_\_\_ (phone #). Thank you for your cooperation in this important effort.

(1) In thinking about your personal experiences or things you may have seen or heard, would you rate your overall impression of the \_\_\_\_\_ (court's name) as very negative, somewhat negative, somewhat positive, or very positive?

Please circle your response:

1. Very negative
2. Somewhat negative
3. Somewhat positive
4. Very positive
9. Don't know

Please indicate whether you disagree strongly, disagree somewhat, agree somewhat, or agree strongly with each of the following statements by circling the appropriate number from 1 to 5. You may base your answers on anything you know, heard, or read about the court. Please be careful in your ratings. Agreement with one question may indicate a positive appraisal whereas agreement with another question may indicate a negative appraisal. That is, a rating of 1 or 2 may indicate good performance on some questions and poor performance on other questions.

	Agree Strongly	Agree	Agree in Part/ Disagree in Part	Disagree	Disagree
Strongly					
2. The court makes every effort to accommodate individuals with physical or mental disabilities.	1	2	3	4	5

	Strongly Agree	Agree	Agree in Part/ Disagree in Part	Disagree	Disagree Strongly
3. In general, members of the public can obtain information on a case quickly and easily.	1	2	3	4	5
4. The court gives everyone the opportunity to participate effectively .	1	2	3	4	5
5. The court does not take an active role in informing the public about court procedures and services.	1	2	3	4	5
6. Court personnel are courteous, helpful, and polite to members of the public.	1	2	3	4	5
7. Court proceedings take too long to complete.	1	2	3	4	5
8. The court follows the laws in performing its duties.	1	2	3	4	5
9. The court spends its funds wisely.	1	2	3	4	5
10. It costs too much to go to court.	1	2	3	4	5
11. The court responds quickly to changes in law.	1	2	3	4	5
12. In general, court decisions are difficult	1	2	3	4	5

to understand.

13. Court employees are recruited, selected, supervised in a fair manner.	1	2	3	4	5
14. It is not safe in the courthouse.	1	2	3	4	5
	Strongly	Agree	Agree in Part/ Disagree in Part	Disagree	Disagree
15. In general, the court's decisions are enforced.	1	2	3	4	5
16. The court is not responsive to community problems and issues.	1	2	3	4	5
17. Court proceedings are easy to understand and follow.	1	2	3	4	5
18. The court does not treat individuals differently because of age, race, gender, or income.	1	2	3	4	5
19. The court has a good working relationship with the police.	1	2	3	4	5
20. The court does not take enough precautions in ensuring the accuracy and availability of court records.	1	2	3	4	5

Thank you for helping the court improve its day-to-day activities.